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## OLR Bill Analysis

sHB 5491

### ***AN ACT CONCERNING CUSTOMER SALES AND SERVICE CALLS MADE FROM OUTSIDE THE UNITED STATES.***

#### **SUMMARY:**

This bill requires anyone conducting business within Connecticut who contracts with a customer sales call center (call center) or service telephone bank (phone bank) to require in the contract that the call center or phone bank employee disclose certain information within the first 30 seconds of each telephone call to or from a Connecticut resident. The bill applies to contracts entered into, renewed, or continued on or after July 1, 2014.

The contract must require the call center or phone bank employees to disclose whether:

1. (a) they are working outside the United States and, if so (b) if the call may require the resident to disclose personal identifying information, such as his or her driver's license number, Social Security number, place of employment, employee identification number, mother's maiden name, demand deposit account number, savings account number, or credit card number; and
2. the call is being monitored or will be reviewed by anyone located outside the United States.

If calling from outside the U.S., the call center or phone bank employee must inform the resident that he or she may request that the call be transferred to a U.S. call center or phone bank so the resident may speak with an employee there, and the call center or phone bank employee must immediately transfer the call if so requested. For transfer requests involving calls that may be monitored or reviewed by someone outside the U.S., the call center or phone bank employee must

ensure the call is not monitored or reviewed by anyone outside the U.S.

The bill does not provide any penalties for violations.

Under the bill, a call center is any entity whose primary purpose is initiating or receiving telephone calls on behalf of anyone for the purpose of initiating sales. A phone bank is any entity whose primary purpose is initiating or receiving telephone calls on anyone's behalf for the purpose of (1) providing services or benefits or (2) receiving information related to the provision of services or benefits.

EFFECTIVE DATE: July 1, 2014

**COMMITTEE ACTION**

General Law Committee

Joint Favorable

Yea 10      Nay 7      (03/18/2014)